

00-0542
Docket No. 00-0542
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ILLINOIS COMMERCE COMMISSION

ACCESS ONE, INC.

Application for a certificate of
local and interexchange authority
to operate as a facilities based
carrier of telecommunications services
in the State of Illinois

APPLICATION FOR CERTIFICATE TO BECOME A
TELECOMMUNICATIONS CARRIER

GENERAL

1. Applicant's Name (including d/b/a, if any)

FEIN # 36-3894321

Access One, Inc.

Address: Street 125 N. Halsted Street, 4th Floor

City Chicago State/Zip IL 60661

2. Authority Requested: (Mark all that apply) ☒ 13-403 Facilities Based Interexchange
☒ 13-404 Resale of Local and/or Interexchange
☒ 13-405 Facilities Based Local

3. Request for waivers/variances: In applications for exchange service authority under Sections 13-404 or 13-405, waivers of Part 710 and of Section 735.180 of Part 735 are generally requested. In applications for interexchange service authority under Sections 13-403 and 13-404, waivers of Part 710 and Part 735 are generally requested. Please indicate which waivers Applicant is requesting.

☒ Part 710 Uniform System of Accounts for Telecommunications Carriers

☒ Part 735 Procedures Governing the Establishment of Credit, Billing, Deposits, Termination of Service and Issuance of Telephone Directories for Local Exchange Telecommunications Carriers in the State of Illinois

☒ Section 735.180 Directories

☒ Other: Parts 720, 725, and 770, and any others deemed appropriate by the Illinois Commerce Commission.

See Exhibit A, attached hereto.

4. For all applicants requesting local exchange authority under Section 13-404 or Section 13-405, please complete the following:

- (a) the Standard Questions for Applicants Seeking Local Exchange Service Authority found in Appendix A of this document;

- (b) the 9-1-1 Questions for Applicants Seeking Local Exchange Service Authority found in Appendix B of this document;
- (c) the Financial Questions for Applicants Seeking Local Exchange Service Authority found in Appendix C of this document; and
- (d) if applicable, the Prepaid Service Questions for Applicants Seeking Local Exchange Service Authority found in Appendix D of this document.

See Exhibit B, attached hereto, for responses to (a), (b), and (c). The questions in Appendix D are not applicable as the Company does not intend to provide prepaid local telecommunications services.

5. In what area of the state does the Applicant propose to provide service?

Applicant proposes to provide facilities-based and resold local and interexchange telecommunications on a statewide basis. Applicant is currently authorized to provide resold telecommunications services on a statewide basis. See 96-0072 (Order dated 10/9/96).

6. Please attach a sheet designating contact persons to work with Staff on the following:

- a) issues related to processing this application
- b) consumer issues
- c) customer complaint resolution
- d) technical and service quality issues
- e) "tariff" and pricing issues
- f) 9-1-1 issues
- g) security/law enforcement

Please identify each contact person's (i) name, (ii) title, (iii) mailing address, (iv) telephone number, (v) facsimile number, and (vi) e-mail address, if any.

See Exhibit C.

7. Please check type of organization:

☐ Individual
☐ Partnership
☒ Corporation
☐ Other (Specify)

8. Submit a copy of articles of incorporation and a copy of certificate of authority to transact business in Illinois.

See Exhibit D. Because the Company was incorporated in Illinois, no certificate of authority to transact business in Illinois is necessary.

9. List jurisdictions in which Applicant is offering service(s).

Applicant is authorized, on a certification, registration, or non-registration basis, to provide the telecommunications services in the following states: Alabama, Arizona, California, Colorado, Delaware, District of Columbia, Florida, Georgia, Idaho, Illinois, Indiana, Iowa, Kansas,

Kentucky, Maryland, Michigan, Minnesota, Missouri, Montana, Nebraska, Nevada, New Jersey, New York, North Carolina, Ohio, Oklahoma, Pennsylvania, South Carolina, Tennessee, Texas, Utah, Virginia, Washington and Wisconsin. Applicant has not been denied authority to provide telecommunications services in any state, and Applicant is in good standing in each of these states.

10. Has the Applicant, or any principal in Applicant, been denied a Certificate of Service or had its certification revoked or suspended in any jurisdiction in this or another name?

_____ YES (Please provide details) X NO

11. Have there been any complaints or judgments levied against the Applicant in any other jurisdiction?

_____ YES X NO

If YES, describe fully.

12. Has Applicant provided service under any other name?

_____ YES X NO

13. Will the Applicant keep its books and records in Illinois? X YES _____ NO
If NO, permission pursuant to 83 Ill. Adm Code Part 250 needs to be requested.

MANAGERIAL

14. Please attach evidence of the applicant's managerial and technical resources and ability to provide service. This may be in either narrative form, resumes of key personnel, or a combination of these forms.

See Exhibit E.

15. List officers of Applicant.

Lance C. Honea, Chief Executive Officer and Secretary

Brian Barkley, President and Treasurer

Mark C. Jozwiak, Vice President

Each of the above-named individuals may be contacted at Access One, Inc., 125 North Halsted Street, 4th Floor, Chicago, Illinois 60661; telephone (312) 441-1000; facsimile (312) 441-1010.

16. Does any officer of Applicant have an ownership or other interest in any other entity which has provided or is currently providing telecommunications services? _____ YES X NO

If YES, list entity. _____

17. How will Applicant bill for its service(s)? (At a minimum, describe how often the Applicant will bill for service and details of the billing statement.)

Applicant will bill its customers directly on a monthly basis. The billing statement will include all recurring and non-recurring charges and any applicable toll charges and telecommunications taxes, surcharges, and fees will be stated as separate line items. Applicant's billing policies for the provision of its local exchange services will comply with Part 735 of the Illinois Administrative Code.

18. How does Applicant propose to handle service, billing, and repair complaints? (At a minimum, describe Applicant's internal process for complaint resolution, the complaint escalation process, the timeframe and process by which the customer is notified by Applicant that they may seek assistance from the Commission.)

Please see Testimony of Lance C. Honea attached hereto as Exhibit A.

19. Will personnel be available at Applicant's business office during regular working hours to respond to inquiries about service or billing? ☒ YES ☐ NO

20. What telephone number(s) would a customer use to contact your company?

Access One maintains two toll-free customer service numbers:

(800) 804-8333 and (877) 222-3776.

21. Will Applicant abide by all Federal and State slamming and cramming laws pursuant to Section 13-902 of the Public Utilities Act and Section 258 of the 1996 Telecommunications Act?

☒ YES ☐ NO

22. Please describe Applicant's procedures to prevent slamming and cramming of customers.

Access One adheres to the provisions of Illinois "slamming" legislation, Public Act 90-610 (Senate Bill 1567) and federal law governing the unauthorized change of carrier selection, including Section 64.1100 of the rules of the Federal Communications Commission, 47 C.F.R. § 64.1100. The Company does not switch a customer's presubscribed primary exchange or interexchange carrier or provide additional telecommunications services without explicit authorization. With respect to slamming, the Company is familiar with and complies with the notice and third-party verification procedures specified in applicable state and federal law. The Company does not use sweepstakes boxes or prize promotions to solicit authority to provide telecommunications services to customers.

23. If granted authority to operate as a local exchange carrier, will the applicant abide by the following 83 Illinois Administrative Code Parts: 705, 710, 720, 725, 735, 755, 756, 757, 770, and 772?

☒ YES, unless specifically waived ☐ NO (If no, please provide an explanation.)

As described herein and in the Testimony attached hereto as Exhibit B, Applicant requests a waiver of various Parts of 83 Illinois Administrative Code, specifically Parts 710, 720, 725, 735.180, and 770, as well as any other waivers deemed appropriate by the Commission.

24. Is Applicant aware that it must file tariffs prior to providing service in Illinois?

☒ YES ☐ NO

FINANCIAL

25. Please attach evidence of Applicant's financial fitness through the submission of its most current income statement and balance sheet, or other appropriate documentation of applicant's financial resources and ability to provide service.

See Exhibit F, attached hereto, for copies of Applicant's (1) financial statements for the year ended December 31, 1999; and a (2) recent bank account statement (page 1 only) establishing that Applicant has cash reserves in excess of \$200,000.

TECHNICAL

26. Does Applicant utilize its own equipment and/or facilities? ☐ YES ☒ NO

If YES, please list the facilities Applicant intends to utilize. Also include evidence that Applicant possesses the necessary technical resources to deploy and maintain said facilities.

If NO, which facility provider(s)'s services does Applicant intend to use? Applicant intends to provide service via resale and the purchase/lease of UNE platform and thus will rely on the equipment and/or facilities of other certificated facilities-based carriers, including Focal Communications Corporation and SBC/Ameritech.

27. Please describe the nature of service to be provided (e.g., operator services, Internet, debit cards, long distance service, local service).

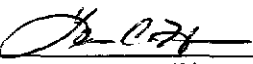
Applicant proposes to provide facilities-based and resold local exchange and interexchange telecommunications services to business customers. Service will be available on a full-time basis, 24 hours a day, seven days a week, where facilities and equipment permit. Applicant does not intend to provide prepaid local dialtone or prepaid calling cards.

28. Will technical personnel be available at all times to assist customers with service problems?

☒ YES ☐ NO

29. If Applicant intends to provide payphone service, will the equipment utilized comply with FCC requirements and Finding (9) of the Commission Order entered in Docket No. 84-0442 on June 11, 1986, including, but not limited to: (a) touch dialing; (b) access to 9-1-1 and "0" operator dialing without use of a coin; (c) rules governing use of payphones by disabled persons; (d) ability to complete local and long-distance calls; (e) unlimited duration for local calls; and (f) a message explaining the telephone's general operations, dialing instructions for emergency assistance, payphone owner's name, method of reporting service problems and method of receiving credit for faulty calls? _____ YES _____ NO

NOT APPLICABLE: Applicant does not intend to provide payphone service.



(Signature of Applicant)
Lance C. Honea

VERIFICATION

This application shall be verified under oath.

OATH

State of Illinois)
) ss
County of Cook)

Lance C. Honea makes oath and says that he is Chief Executive Officer and Secretary of Access One, Inc. that he has examined the foregoing application and that to the best of his knowledge, information, and belief, all statements of fact contained in the said application are true, and the said application is a correct statement of the business and affairs of the above-named applicant in respect to each and every matter set forth therein.

[Signature]
(Signature of affiant)

Subscribed and sworn to before me, a Notary Public/ Melissa Belton
(Title of person authorized to administer oaths)

in the State and County above named, this 8th day of August 2000

[Signature]
(Signature of person authorized to administer oath)



Exhibit List

Exhibit A	Requested Waivers
Exhibit B	Testimony of Lance C. Honea
Exhibit C	Contact Persons
Exhibit D	Articles of Incorporation
Exhibit E	Managerial and Technical Qualifications
Exhibit F	Financial Qualifications